

Azure Cloud Observability and SRE Support

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Azure Cloud Observability and SRE Support service provides public sector organisations with the tools and expertise required to move from reactive monitoring to proactive observability. By leveraging Azure-native services like Azure Monitor and Application Insights, we provide a unified view of infrastructure, applications and security. Our approach is rooted in Site Reliability Engineering (SRE) principles, ensuring that monitoring is directly linked to business-critical Service Level Objectives (SLOs), thereby improving uptime and citizen experience.

1.2 Scope of the Service

The service covers the strategy, design and implementation of observability frameworks, including:

- Configuration of Azure Monitor and Log Analytics workspaces.
 - Implementation of Application Insights for distributed tracing and APM.
 - Development of custom Workbooks and Dashboards.
 - Establishment of SRE frameworks (SLIs, SLOs and Error Budgets).
 - Integration with ITSM tools for automated incident alerting.
 - Training and handover for internal operations teams.
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1.3 Delivery Approach

We follow a consistent lifecycle to establish observability:

- **Discovery:** Audit of existing monitoring tools and identification of critical SLIs/SLOs.
 - **Design:** Creating the observability architecture and logging strategy.
 - **Build:** Implementing the monitoring stack, alerting rules and dashboards using IaC.
 - **Test:** Validating alert accuracy and dashboard data integrity.
 - **Transition:** Formal handover and training for the customer's support function.
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1.4 Tools, Methods & Standards

- **Methods:** SRE, Agile, DevOps and ITIL 4.
 - **Tools:** Azure Monitor, Log Analytics, App Insights, KQL, Grafana and Datadog.
 - **Standards:** NCSC Cloud Security Principles and GDS Service Standards.
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1.5 Deliverables

- **Observability Strategy and Roadmap:** Documented plan for monitoring maturity.
 - **Custom Dashboard Suite:** Visualisations for technical, operational and business users.
 - **Automated Alerting Framework:** Configured rules and notification channels.
 - **Operations Runbook:** Guidelines for responding to alerts and managing the stack.
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1.6 Dependencies & Constraints

- **Access Permissions:** Requires contributor access to Azure Monitor and Log Analytics.
 - **Metric Clarity:** Depends on clear business requirements for performance indicators.
 - **Tooling Licences:** Client is responsible for Azure consumption and 3rd party licences.
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1.7 Customer Responsibilities

- **Requirement Definition:** Defining the business-critical paths to be monitored.
 - **Access Provisioning:** Granting necessary permissions for the implementation team.
 - **Incident Response:** Engaging with the implementation team during pilot phases.
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1.8 Quality Assurance & Governance

- **Accuracy Audits:** Regular review of alert noise and dashboard accuracy.
 - **RAID Management:** Continuous tracking of risks and dependencies.
 - **Governance Reporting:** Monthly reviews of system availability against SLO targets.
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1.9 Security, Data Protection & Compliance

GlobalLogic holds ISO 27001 and Cyber Essentials Plus. We ensure that logging strategies avoid the ingestion of PII or sensitive data in accordance with UK GDPR. All log data is stored in compliance with UK public sector data residency requirements.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding includes a kick-off meeting to map current infrastructure, identify key service owners and establish secure access to the Azure environment.

2.2 Offboarding

At the end of the engagement, we conduct a series of handover workshops and transfer ownership of all dashboards and IaC repositories to the client. All temporary access is revoked.

3. Pricing & Commercials

This service is provided on a Time and Materials (T&M) basis in accordance with our G-Cloud 15 rate card.

4. Case Studies

4.1 Aviation Data Provider

- **Challenge:** The client required comprehensive monitoring and logging for a complex flight data tracking application migrated to the cloud.
 - **Solution:** GlobalLogic implemented a full observability stack using Datadog and cloud-native monitoring tools to track feeder status and flight data performance.
 - **Outcome:** Provided real-time visibility into system activities, significantly reducing the time to identify and resolve performance bottlenecks.
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5. About GlobalLogic & Why We're the Right Partner

5.1 About GlobalLogic

GlobalLogic, a Hitachi Group Company, is a leader in digital product engineering. We helped create some of the most innovative and widely used digital products and experiences. We integrate experience design, complex engineering and AI & data expertise to help public sector organisations and commercial enterprises accelerate their transition into digital-first businesses.

Unlike traditional systems integrators that focus on maintaining legacy IT, we focus on **building the new**. We combine a "chip-to-cloud" software engineering mindset with user-centric design to create digital products that citizens and employees want to use.

- **Global Scale, Local Delivery:** We employ over 32,000 professionals across 23 countries. In the UK & Ireland, we operate major engineering and design hubs in London, Manchester, Edinburgh, and Newry.
- **The Hitachi Advantage:** Acquired by Hitachi in 2021, we bring the agility of a Silicon Valley digital native backed by the financial stability, R&D depth and 110-year heritage of a global industrial giant.
- **Core Capabilities:** Our services span the full digital lifecycle, including Digital Advisory, Experience Design (via our Method design arm), Software Engineering, Data & AI, and Cloud Platform development.

5.2 Why GlobalLogic

We bridge the gap between strategic intent and technical execution. For public sector buyers, we offer a distinct alternative to incumbent providers by focusing on **delivery velocity** and **engineering rigour**.

- **We Build, We Don't Just Advise:** Our roots are in product engineering. We apply the same rigorous standards used to build life-critical medical devices and global banking platforms to public sector challenges. We deliver working software, not just slide decks delivering >2000 product releases per annum.
- **Velocity AI – Accelerating Impact:** We do not just build AI; we engineer ecosystems where intelligence is orchestrated across the business. Using our Velocity AI strategy, we typically

achieve a 30% increase in productivity and a 25% reduction in time-to-market for new digital services.

- **User-Centric, Security-First:** We align with GDS (Government Digital Service) standards by default, ensuring services are accessible and intuitive. Crucially, we embed security into the engineering lifecycle (Secure-by-Design), aligning with NCSC principles to manage data and risk effectively.
- **Proven in Regulated Environments:** We have two decades of experience delivering in highly regulated sectors, including Life Sciences, Healthcare, and Financial Services. We understand how to navigate complex compliance landscapes without sacrificing the pace of innovation and hold (amongst others) **ISO 13485 certification** and follow **IEC 62304 compliant** software development lifecycles.

5.3 Social Value & Ethical Impact

We believe that social innovation is as critical as technical innovation. GlobalLogic, as part of the Hitachi Group, operates with a deep commitment to creating positive impact for people and the planet. Our approach is grounded in measurable outcomes and global ethical standards.

- **World-Class Ethical Leadership:** In 2025, Hitachi was named one of the **World's Most Ethical Companies** by Ethisphere. This recognition reflects our commitment to integrity, compliance and high standards of governance in every public sector engagement.
- **Commitment to Diversity and Inclusion:** We are a signatory of the **CEO Action for Diversity and Inclusion**. We achieved the Hitachi Group 2030 goal of having **30% women in our workforce** in 2023, seven years ahead of schedule.
- **Sustainable Operations:** GlobalLogic holds an **EcoVadis Silver Rating**, placing us in the **top 15%** of companies assessed for sustainability in our sector. We report our own Scope I, II and III emissions and are fully aligned with Hitachi's target to achieve carbon neutrality at all business sites by 2030.
- **Proven Supply Chain Integrity:** Our **NQC Supplier Assurance** score exceeds the industry average by **25%**. This ensures that our delivery models are as responsible as they are resilient.
- **Talent Development and Wellbeing:** GlobalLogic is recognized as a global leader in talent development, receiving the **ATD Best Award in 2025**. This ensures our public sector teams are continuously upskilled in the latest technologies, including responsible AI and secure engineering practices.

6. Contact Details

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